

IRM PROCEDURAL UPDATE

DATE: 11/17/2025

NUMBER: ts-21-1125-3675

SUBJECT: IMF International Live Chat

AFFECTED IRM(s)/SUBSECTION(s): 21.8.1

CHANGE(s):

IRM 21.8.1.2.21 - Added new subsection for Taxpayer Services IMF International Live Chat.

(1) Beginning December 2025, international taxpayers can visit www.IRS.gov to obtain Live Chat assistance for the limited topics listed below:

- **Amended Returns Status:** For additional information about locating amended returns refer to procedures in IRM 21.5.3.3.1, Locating Amended Returns (Form (1040-X)).

Note: Customer Service Representatives (CSR) should only be providing customers with the current status of the amended return and should not be making adjustments or taking any adjustment actions at this time.

- **Transcript Requests:** For additional information about transcript requests refer to procedures in IRM 21.2.3.3.1, Transcript Assistance by an IRS Representative.

(2) IMF International Live Chat was implemented to provide assistance for international taxpayers who live abroad and cannot use the self-service options currently available on www.IRS.gov for checking the status of an amended return and obtaining a transcript. The goal of Live Chat is to assist international taxpayers through a chat environment in lieu of calling into the non-toll free IMF international phone line.

Note: Due to the limited topics currently available, if the taxpayer has a question that is not related to the above topics, they should be directed to call the appropriate phone number, refer to IRM 21.8.1.2.3, Web Sites and Telephone Numbers.

Caution: Assistors staffing the IMF International Live Chat may determine that the customer is not outside the U.S., and should direct the customer to call the appropriate phone line using the Telephone Transfer Guide (TTG) and the source for telephone numbers and select the appropriate resolution code.

(3) CSRs will be using eGain to chat with taxpayers. For assistance with navigating eGain, please go to the live chat user guide which is located on SERP under the Job Aids & Supplements.

(4) CSRs should review IRM 21.1.1.4, Communication Skills for more information about live chat.

(5) Every chat must be documented in eGain in addition to AMS with the activity number, similar to a phone call. Refer to IRM 21.2.2.4.5 , Account Management Services (AMS).

(6) A resolution code must be selected for every chat.

(7) CSRs answering inquiries on Live Chat should record their time accurately in SETR under function code 750 and program code 60120.